



STATE OF TENNESSEE  
DEPARTMENT OF ENVIRONMENT & CONSERVATION

**REQUEST FOR INFORMATION # 32701-0516  
AMENDMENT # 4  
CUSTOMER RELATIONSHIP MANAGEMENT (CRM),  
FISCAL, AND/OR INDUSTRY SPECIFIC PERMIT  
MANAGEMENT SYSTEM**

**DATE: August 7, 2023**

**RFI # 32701-0516 IS AMENDED AS FOLLOWS:**

**1. State responses to questions and comments in the table below amend and clarify this RFI.**

Any restatement of RFI text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFI document.

RFI SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
5.4	5	Does the 30-page limit include any attachments (such as a vendor's SLA) that a vendor deems necessary to provide a comprehensive response?	The page limit is 30 pages for the total response.
6.7 Technical	6	The RFI questions seem to be largely product focused. Will you accept responses related to integration, data conversion, change management and architecture?	We would encourage you to respond to all of the questions, but it is fair that some of the responses can be couched with "in our experience we have seen X from partners who provide X", or something similar. We absolutely want to hear from you in your experience about any aspect integrator/technical advisor role also because it is likely that your organization has experience in these areas about which we are inquiring.

**2. RFI Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFI not expressly amended herein shall remain and be effect.